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URBAN/MUNICIPAL

AUTO REPAIR NEWS  
NETWORK







URBAN/MUNICIPAL

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1992

Hamilton District  
Autobody Repair  
Association

URBAN MUNICIPAL  
NOV

# AUTO REPAIR NEWS NETWORK

Serving Hamilton-Wentworth, Halton, Thorold, Welland, Niagara, Simcoe, Haldimand & Norfolk

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## Inside

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## President's Message

Waste disposal costs are becoming increasingly expensive for all autobody and auto-repair shops. Proper disposal can be an expense representing thousands of dollars. Some shops have decided on the easy way out and are dumping toxics and solvents in their backyard or down the sewers. These shops should remember that the majority of the 2000 prosecutions in Ontario last year against polluting firms were successful, and our industry has been targeted by the Region for further compliance and enforcement activity.

Many financial and mortgage institutions have announced a policy of refusing to advance funds to improve or purchase a business unless a soil analysis and waste audit is performed.

HARA staff have been working all summer in conjunction with the Community College Environmental Consortium and funded by the Federal Government, on voluntary compliance visits to your shop. 200 shops have been visited by Adrienne Boden of our Business and Environmental Support Team. We are trying as members of the industry to help you clean up your act. ALL SHOPS SHOULD BE CHARGING AN AVERAGE OF \$8-\$12 PER WORK ORDER TO COVER THE COSTS OF PROPER DISPOSAL. Any insurer who

declines to pay for this legitimate expense will be contacted by HARA. We believe that this government endorsed policy will provide an extra \$250,000 over the next 12 months in increased shop revenues to cover proper disposal costs.

I also want to personally thank and praise the following shops and owners: Bob Griffin at Bay King Chrysler Collision Centre, Randy Pickard at City Automotive, Jerry Visocchi at Glanford Auto Body, Chuck Wingrove at Holland Chevrolet Oldsmobile Ltd., Ed Cummings at Mountain Auto Body, and Terry Feeney at Nethercott Chev-Olds. These smart business people took advantage of the HARA supported Local Apprenticeship Committee's trained mobile workforce this summer. Since last September, ten selected students have been training for a half day every day in auto body repair work in the school auto body shop on Balsam Ave., and have been on the Co-op programme, working in shops full time from February to June. When their regular staff was ill, on holiday or over worked, these shops had immediate access to these trained students, at minimum wage. More shops should take advantage of this programme.

**Tony Mercanti**  
President



# HARA

**AUTO REPAIR NEWS NETWORK**

## WELCOME MAT

### New Full Members

RC AUTO COLLISION  
Hamilton, Ontario

TERRACE LINCOLN  
MERCURY  
Burlington, Ontario

GARDEN CITY COLLISION  
St. Catharines, Ontario

OAKTOWN COLLISION  
Oakville, Ontario

SPEEDY AUTO BODY  
Stevensville, Ontario

JOHN BEAR PONTIAC  
BUICK  
Hamilton, Ontario

NIAGARA COLLEGE  
St. Catharines, Ontario

MEGUIAR'S CANADA LTD.  
Mississauga, Ontario

W. THOMPSON &  
ASSOCIATES  
Hamilton, Ontario

THRIFTY CAR RENTAL  
Burlington, Ontario

GLANFORD AUTO BODY  
Hamilton, Ontario

GLEN MERRITT COLLISION  
St. Catharines, Ontario

NETHERCOTT CHEV-OLDS  
Hamilton, Ontario

KEN TIMSON AUTO BODY  
LTD.  
Caledonia, Ontario

TRAFALGAR COLLISION  
Oakville, Ontario

PENINSULA COLLISION  
St. Catharines, Ontario

THRIFTY CAR RENTAL  
Hamilton, Ontario

### Resigned Members

LOCKWOOD MOTORS  
Hamilton, Ontario

### New Associate Members

DOMINION SURE SEAL  
Mississauga, Ontario

MUELLER AUTOMOTIVE  
LTD.  
Fort Erie, Ontario

MOHAWK COLLEGE  
Hamilton, Ontario

### Renewing Members

MERCANTI AUTOBODY  
Hamilton, Ontario

NORTH END COLLISION  
St. Catharines, Ontario

FRID & NAGY COLLISION  
Dundas, Ontario

IMAGE HONDA  
Hamilton, Ontario

HONDA DOWNTOWN  
Hamilton, Ontario

PARKWAY COLLISION  
Burlington, Ontario

OAKVILLE MAZDA  
Oakville, Ontario

EASTGATE FORD  
Hamilton, Ontario

LOTH AUTO BODY  
Hamilton, Ontario

KELLY AUTO BODY  
Hamilton, Ontario

ROADSPORT COLLISION  
Stoney Creek, Ontario

D'ANGELO AUTO BODY  
Hamilton, Ontario

ONTARIO AUTO COLLISION  
Hamilton, Ontario  
Burlington, Ontario  
Ancaster, Ontario

BAUMAN McKAY  
INSURANCE BROKERS  
Hamilton, Ontario

SNOWDON FORD  
Burlington, Ontario

CENTRAL AUTOBODY &  
COLLISION  
Burlington, Ontario

### CIRCULATION

The AUTO REPAIR NEWS NETWORK is a bimonthly publication of the Hamilton District Auto-body Repair Association. Current circulation is 2100 copies distributed throughout the Hamilton-Wentworth, Halton, Thorold, Welland, Niagara, Simcoe, Haldimand & Norfolk regions.



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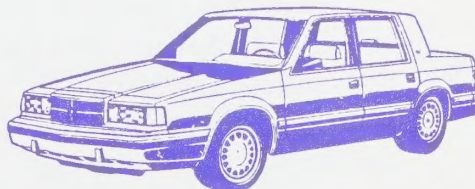
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### An Open Letter to Brian Harper Editor, BODYSHOP Magazine

Thankyou for your editorial in the June issue of "Bodyshop" Magazine praising our efforts in the Hamilton, Ontario area in trying to prohibit bandit towing and soliciting. I would like to give you an update on the situation in Southern Ontario, the biggest marketplace in Canada. Our Board of Directors has recently voted to further enhance the professionalism of the trade by strengthening our Association's ethical standards.

1. Any member shop engaging in active accident scene solicitation will face an expulsion hearing by our Board. Should the Board agree to expel that member from our Association, the name of the member and the reasons for expulsion will appear in our 2300 copy circulation newsletter and will be circulated to all members, police forces, appropriate government agencies, and all brokers, appraisers, adjusters and insurance companies within our coverage area.

2. Restricting use of our Association logo and trademark only to shops who have received explicit permission from the Board of Directors.

3. Agreeing in principle to an enhanced ethics policy and accreditation standard to be approved by the Board in September of 1992.

4. Continuing active work in co-operation with municipal and provincial agencies and regulators in the hope of prohibiting all accident scene solicitation.

Soliciting activity at accident scenes impacts negatively on our members' business. As of May 1992 there is no longer "bandit" towing in Hamilton. Solicitation for towing business within 200 metres of an accident scene is now illegal. Regrettably, it has been replaced by bandit bodyshop soliciting at accident scenes by "chasers" working as either brokers or commission agents for bodyshops with up to 6 cars arriving at accident scenes selling collision services, in advance of the Police's arrival. As most of these "chasers" are working for companies that have police towing contracts, the

their contractors' unethical behaviour and will be taking steps to force their contractors to properly reflect the best interests of the police. At the same time, anti-solicitation amendments to the towing by-law are being proposed and a joint action is being undertaken with the Province of Ontario to prosecute "chasers" under the terms of the Consumer Protection Act. Similar processes are underway in Burlington and Oakville.

HARA is firm in its commitment to enhance the to enhance the professional image of the autobody trade by protecting the consumer from attempts at business solicitation at accident scenes, while ensuring a "level playing field" for all member shops.

**John Norris**  
Executive Director

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## News Flash

Buick has announced that its new Park Avenue Ultra has body panels with two sided galvanized steel that are warranted against outer-body rust-through for 6 years.

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Several enterprising companies are doing very well thankyou south of the border selling mailing lists of impaired

driving conviction records compiled at their local police station and courthouse.

Bodyshops are buying these mailing lists and sending these prospects reminder letters on what shop to use the next time they crack up.



### Autobody "Bandits" face Possible Ban

The City of Hamilton is looking at banning autobody-repair "bandits" - unsavory salespeople who solicit business from crash victims, often just minutes after an accident. Members of city council's finance and administration committee are considering prohibiting people from soliciting autobody repairs, mechanical work or car rentals at accident scenes. The salesperson could not solicit business within 200 metres (660 feet) of an accident scene, including crashes on highways.

"People involved in an accident have enough going on in their minds and should not be subject to high-pressure sales tactics from people offering these services," says John Norris, who is asking the city for the new bylaw.

Mr. Norris is the executive director of the Hamilton District Autobody Repair Association, which represents 135 businesses, including over 70 percent of area autobody shops. Mr. Norris says he's received many complaints from the public about "bandits" or "chasers"

showing up at accident scenes and trying to sell people services. In many cases, the salespeople monitor police radio transmissions and arrive at the scene before police. The city has already passed a bylaw making it illegal for tow-truck drivers to solicit at accident scenes.

The committee yesterday asked city staff to draft a report on the issue. However, the proposal isn't welcomed by Maria Cunha, owner of Northgate Auto Inc., which runs a body shop and towing service. Ms. Cunha agrees with the tow-truck bylaw, but says stopping people from offering services at the scene of an accident is meddling with free enterprise.

"People should have freedom of choice," she said. "We're not preying on people, we're not invading a distraught person's privacy. All this is doing is restricting free trade."

Ms. Cunha said Mr. Norris is acting solely in the interest of a minority of his members who want a large share of the autobody business.

"Some shops are getting more business directed to them because their salespeople are hustling and working, and now these others are crying."

Mr. Norris denied that, saying the issue is simply a

*Continued on Page 21*

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### A Tale of Two "Chasers"

According to a police report, on Wednesday, April 1 at approximately 3:15 pm, officer M. Dickson investigated an accident at Douglas and Burton St. in Hamilton.

The accident involved a collision between two vehicles and the police were accordingly summoned. Soon after, two vehicles arrived upon the scene. One was a tow truck driven by a Mr. Michael Magee and owned by Northgate Towing. The other was driven by Lawrence McAllister and owned by Mervyn McAllister. A verbal confrontation took place between the two drivers and Mr. Magee, who was standing in front of Mr. McAllister's vehicle was struck 2-3 times by

Mr. McAllister, with his vehicle. This was confirmed by witnesses. However, no serious injuries were inflicted to Mr. Magee.

It has been shown that Mr. McAllister is a "chaser" for towing calls and everything would indicate that this second reported accident was a result of a race to see who was going to get the "tow" first. Fortunately the injury was very minor, however, the use of a vehicle to assault a person is an unacceptable and very serious event. Since that time, Mr. McAllister was charged with Level 1 and 2 assault. The case was later resolved and a Peace bond was placed on Mr. McAllister.



### Motor Vehicle Repair Costs

### HARA in the News

The steadily increasing cost of repairing motor vehicles that are damaged in crashes is demonstrated most vividly though the increase in average cost of claims under property damage and collision insurance. (Although property damage covers other items which might be struck by a motor vehicle: buildings, guardrails, hydro poles, etc., claims are often paid for damage to another vehicle.) These increases reflect mainly the higher cost of replacement parts and wages and other costs related to the operation of vehicle repair shops.

**AVERAGE CLAIM COST  
FOR PRIVATE PASSENGER  
VEHICLES INSURED**  
(Courtesy of the IBC)

1986 - \$1,680	Property Damage
	\$1,340 - Collision
	(\$100 Deduct.)
	\$1,781 - Collision
	(\$250 Deduct.)
1987 - \$1,879	
	\$1,492
	\$1,976
1988 - \$2,079	
	\$1,687
	\$2,224
1989 - \$2,290	
	\$1,819
	\$2,344
1990 - \$2,240	
	\$1,900
	\$2,441

*They are well on their way to becoming licenced auto-body repairer technicians, thanks to an agreement between the Hamilton Board of Education, the Hamilton District Autobody Repair Association and the Ministry of Skills Development.*

*Mr. Norris is executive director of the Hamilton District Autobody Repair Association, which represents 135 businesses, including over 70 per cent of area autobody shops.*

*In September, 1991, HARA, interviewed and sponsored, in conjunction with the Hamilton Board of Education and the Ministry of Skills Development, the entry of fifteen students into a special Board-run Training programme.*

*That was an important consideration for the businesses involved in the Hamilton program, says John Norris, executive director of the Hamilton District Autobody Repair Association. It's a recruiting as well as a training tool.*

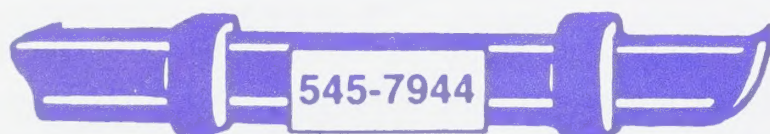
*"We wanted to make sure the future of the industry has a trained and professional workforce. With the technological upheaval that's going on in the mechanical industry, we need qualified people," Mr. Norris says.*

### Motor Vehicle Repair Complaints, Hamilton

Warranty	25
Estimate	10
Quality	54
Unauthorized Repairs	11
Failure to post Rates	0
Overselling	10
Parts not returned	4
Other	20
<b>Total</b>	<b>134</b>

Total Complaints, Ontario	9530
Total Motor Vehicle Complaints	1059

(#1 Topic of Complaints to the Ministry of Consumer and Commercial Relations)



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Manager  
**JOE SCIBETTA**



### Accident Rates

There has been a decrease in enforcement, however there has NOT been a significant increase in the number of collisions in the Hamilton-Wentworth Region:

1991 - 2963 (An increase  
1992 - 3029 of 66 or 2.2%)  
(January to June)

It is interesting to note that for the entire year of 1991, there was also an increase by 3.5%, in motor vehicle collisions (MVC) over 1990 in the Hamilton-Wentworth Region. Halton Region reports a decrease in MVC in 1991 from the year before with 3022 MVC with over \$700 damage and 1700 MVC with less than \$700 damage. Niagara and Brant Region figures were not available.

Across Ontario the decline in accidents continues, although seemingly not affecting Hamilton-Wentworth.

1989 - 247,038  
1990 - 220,000  
1991 - 213,200

### Special Announcement

The Board of Directors of the Hamilton District Autobody Repair Association (HARA) is pleased to announce the appointment of John Norris, as Executive Director, for a recent term. John is a graduate of the Municipal Law programme and has

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Jim Wilkinson  
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**545-2233**

a solid automotive repair and training background. He was the recipient of the "Environmentalist of the Year" Award in Hamilton in 1988.

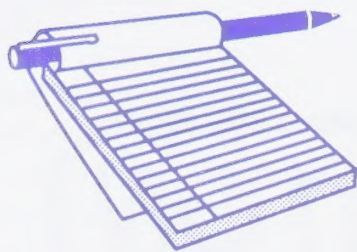
HARA is a non-profit trade association dedicated to improving training, professionalism and business practices in

the industry. The association has 135 members and is the largest local autobody association in North America. John will be assisted in his new position by three employees at the HARA office at 1394 Main Street East, in Hamilton and can be reached at (416)-549-3433.



Courtesy Paul Mason





# Training Update

## Plastic Repair Course

HARA would like to thank all the students who participated in our Plastics Repair Seminar on June 17 at the Shriners Club of Hamilton. The course was taught by John Babiar who made the evening an informative and interesting success. We would also like to thank Mr. Babiar for his generous contribution to HARA's bursary fund and would like to encourage everyone to attend his upcoming courses in St. Catharines and Brantford.



## Customer Service

HARA would like to recognize all of the people who successfully completed our Customer Service — Automotive course which was taught by Jocelyn Martin of Linc Resources and ran from June 29 - July 27. Congratulations go out to:

John Mills Jr.  
Vince Spagnuolo  
Adrienne Boden  
Chuck Wingrove  
Brian Bonner



### Emission Control

The following students have successfully finished HARA's Emission Control course which ran from June 23 to July 21. Congratulations everyone.

**Jim Buist** - Mufflerman  
**Robert Dennis** - Mufflerman  
**Brad Ballman** - Mufflerman  
**James Sherritt** - Goodturn  
**Andy Oettgen** - Goodturn  
**Mark Seddon** - Midas  
**Peter Simmons** - Midas  
**Richard Clements** - Speedy  
**Bert Gregory** - Speedy  
**William Barrie** - Speedy  
**Brian Chambers** - Speedy  
**Donald Campbell** - Speedy  
**Perry Nupoort** - Speedy

### Congrats!

Congratulations go out to the following graduates and the shops that sponsored them.

#### MAP-26 Brake & Alignment

**Brad Ballman**  
Brakeway Automotive  
Hamilton, Ont.

**Randall Beimers**  
The Mufflerman  
Stratford, Ont.

**Jay Bradley**  
Thruway Muffler Ctr.  
Burlington, Ont.

**David Brenton**  
Midas Muffler  
Brantford, Ont.

**James Edmonds**  
Goodturn Brake & Align.  
Hamilton, Ont.

**Glenn Galus**  
Lavigne Tire Sales Ltd.  
Burlington, Ont.

**Randy Hollingshead**  
Speedy Muffler  
Hamilton, Ont.

**Stacy Miskolczi**  
Speedy Muffler & Brakes  
Hamilton, Ont.

**David Scott**  
Midas Muffler  
Mississauga, Ont.

**James Sherritt**  
Goodturn Ride Ctr.  
Hannon, Ont.

**Peter Simmons**  
Midas Muffler  
Hamilton, Ont.

**Lawrence Thornton**  
The Mufflerman  
Cambridge, Ont.

**Robert Worth**  
Midas Muffler  
Mississauga, Ont.

#### Motor Vehicle Mechanic (Advanced)

**Joe Americano**  
Russel Tire/GoodYear  
Cambridge, Ont.

**Armand Arsenault**  
City of Hamilton  
Hamilton, Ont.

**Chris Baron**  
Mississauga Honda  
Mississauga, Ont.

**Dan Cecchin**  
Ontario Auto Collision  
Burlington, Ont.

**Joe Evangelista**  
Personal Auto Service  
Burlington, Ont.

**Chris Giardino**  
Mohawk Ford  
Hamilton, Ont.

**Paul Iglic**  
Paul's Auto  
Burlington, Ont.

**Jerry Laskowski**  
Rentway Canada Ltd.  
Hamilton, Ont.

**Mark Manson**  
J. Syvret & Co. Ltd.  
Burlington, Ont.

**Roland Pfluegl**  
Master Mechanic  
Mississauga, Ont.

**Eric Rioux**  
Rizzardo's Auto & Truck  
St. Catharines, Ont.

**Ben Venema**  
Eastgate Ford  
Hamilton, Ont.

**Chris Woods**  
Mr. Transmission  
Kitchener, Ont.

**Jason Woolsey**  
Halton Truck & Spring  
Milton, Ont.

#### Autobody (Basic)

**James Belesky**  
Oakley Nissan  
Barrie, Ont.

**Joe Borelli**  
Leggat Pontiac Buick  
Burlington, Ont.

**Corey Dahmer**  
Midtown Autobody  
Kitchener, Ont.

*Continued on Page 13*



### Available Brochures

HARA now has several government brochures available at our office for any member. They include the Motor Vehicle Repair Act, the Fair Business Practices Act, a guide to the Repair Storage and Liens Act, Tips on Buying a Car, When you Are In An Accident and When You And Your Insurance Company Don't Agree, and the Consumer Protection Act. These brochures are helpful in informing the public about their rights and responsibilities. Please feel free to contact the HARA office and request any of these pamphlets.

### For Members Only

Now available — "How to Manage Better in 1992", a one hour humorous and hard hitting presentation to shop owners to investigate higher profits and lower costs. **BEAT THE RECESSION** with 22 solutions for improved business. Use the examples shown to add \$30-\$50 profit to each invoice. Don't just sit there! Make money! Call John at 549-3433 for more information.

## HARA Says Thank You!

HARA gratefully acknowledges the help of the Canada Employment and Immigration Commission for their financial contribution to improved training and employment in the industry.

A \$10,100 grant supported our environmental compliance programme and training needs survey and the creation of a job-placement co-ordinator for our shop-apprentice liaison programme, helping unemployed workers find work.

A \$50,000 grant has also been announced by the Federal government to provide for the hiring and training of a membership clerk, an administrative clerk and a training coordinator

to improve job opportunities in the trade.

The Hamilton Board of Education has agreed to provide a mature student for an office position with us this year, allowing more training for this student at our office and providing us with qualified help.

A grant also has been announced by transSKILLS, to offset some costs of our summer employer related skills training.

Thanks also to Mohawk College and the Ontario Colleges Environment Training Consortium for their financial assistance for the Waste Management Sectoral Training Study.



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### Customer Satisfaction -- What you should know

Do what you say you are going to do when you said you were going to do it. That is at least what customers favour from all options of a service interaction. Tangibility (appearance of equipment, personnel and communication materials) is the lowest of all.

Intensifying competition and rapid market changes have led many service organizations to seek profitable ways to differentiate themselves. Every company claims to offer better service than the next one. If service is not a survival tool, it is a prerequisite in this decade.

Many organizations measure satisfaction ranging from a "bingo card" asking "How are we doing?" on a scale of one to ten, to follow up phone surveys. It is a start for diagnosis of the day to day problems. Let's get more technical.

Satisfaction pertains to the assessment of a specific transaction, whereas Quality Service pertains to a global assessment of excellence. Consumers evaluate your service against a set of expectations. Each industry has a stigma attached to its reputation. Massive efforts are made by associations and companies to change customers' perception of their industry. Recently I attended a series of meetings for an association whose mandate is to shape up the credibility and price cutting

of the industry. The heart of the problem in the consumer's eye is: "How do you prove to me that you can live up to your claims?"

In manufacturing, quality involves delivering products that conform to customers specifications or standards. Crosby (1979) defines quality as "conformance to requirements." The quality of goods can be measured objectively by such indicators as durability and number of defects. Obviously, an autobody shop cannot take this approach, i.e. a smile is intangible.

Service is evaluated on a five scale dimension ranging from tangibility, responsiveness, reliability, empathy and assurance.

Quality Service stems from a comparison of what customers feel the company SHOULD offer (expectations) compared with what the perception of what the company IS offering (perception). The better the perception is, the higher is the quality of the service.

To get a final score you then compute the difference between the two scores of each dimension (perception - expectations) and end up with a Quality Service score. With this method you can uncover the mysteries of a score. For example, in a recent survey for a contractor, the score of tangibil-

ity was very high. It was due to extremely low expectations.

Next time someone dazzles you with their satisfaction score, maybe they just aren't using the right method.

**Mr. Jocelyn Martin of Linc Resources evaluates the quality of service a company offers its customers and designs training programs for front line employees. He has worked with HARA for the last twelve months teaching customer relations. He can be reached in Toronto at (416)-462-0494**

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### Hard to Believe!

Diego Encalada, 28, a New York man studying to be a priest, thought he got a bargain last January, when he bought a blue '85 Olds Cutlass for \$1,400 at the New York City Police Department's auction of confiscated autos. Three months later he was stopped, arrested and jailed for 27 hours. He'd been sold a stolen car by the police. Mr. Encalada has filed a lawsuit against the City for false arrest and lost earnings. Although charges were dropped against him, he hasn't been given his car or his money back.



### HARA Golf Tournament

Many thanks go out to all of the businesses below who generously sponsored the 1992 HARA Golf Tournament which was held at the Burlington Springs Golf and Country Club. Surely all who attended would agree that the event was a huge success due in part to the participation of the following companies as sponsors.



A-1 Parts  
Agency Rent-A-Car  
Aro Motors  
Barton Collision  
BASF  
Bauman McKay & Co  
Broker  
Bay King Motors  
Bodyline  
Cars Collision  
Carter Chev-Olds

City Automotive  
Corfe Pontiac  
D'Angelo Autobody  
Decaires Auto  
Dom Auto  
Dundas Valley Collision  
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Economical Insurance  
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Guaranteed Auto Glass  
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Johnston Motors  
Keith Patterson  
Ken Timson  
Lockwood Motors  
M & G Collision Centre  
Mann Auto  
Maple Collision  
Mercanti Auto Body  
Midtown Collision  
Miles Collision  
Miller's Auto Recycling  
Mohawk Ford  
Mountain Autobody  
Nethercott Chev-Olds  
North End Auto  
O'Sullivan Auto Body  
Oakland Auto Body  
Ont. Auto Collision  
Parkway Collision  
Pilot Insurance  
Precision Collision  
Putney Brake and Align  
ment  
RC Collision  
Rymal Collision  
Snowdon Collision  
Standard Auto Body  
Taylor Chrysler  
Upper James Toyota  
Waterdown Collision  
Zurich Canada

### "Back the CATS"

Congratulations to Jerry Visocchi at Glanford Auto Body for his special suport of the Hamilton Tiger Cat Football Team. Jerry is a proud community partner in the campaign to "restore the roar" of the Cats.



**ARE "CHASER" TOW TRUCKS COSTING YOU MONEY?  
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**"GLOVE BOX ACCIDENT REPORT KIT"**

Specially developed by a former insurance company president, the kit is enclosed in a clear vinyl envelope and features:

- ☒ Your shop name, address & phone number
- ☒ Instructions to your customers for when they have an accident
- ☒ A "user friendly" accident report form. (The insurance companies love it.)
- ☒ A passing motorist "request for Help" card.
- ☒ A sharpened pencil. and, of special importance,
- ☒ A personalized card directing the tow truck driver to bring the damaged car directly to your shop.

Both you and your customer will benefit from lower tow costs and the assurance of quality repairs.

For additional information call:  
BOARD GOVERNANCE INC.  
14 THURLOE AVENUE, TORONTO M4S 2K2  
TEL./FAX. (416) 322-7195

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ORDER FORM:

GLOVE BOX ACCIDENT REPORT KIT

NAME OF  
SHOP

---

ADDRESS

---

MUNICIPALITY:

POSTAL CODE

TELEPHONE:

FAX:

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COST: (MINIMUM ORDER 250) FIRST 250 @ \$1.00 each; ADDITIONAL @ \$0.75 each.  
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# Ontario Solvent Service

## *A Waste Management System*

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Dear Customer

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Wash Thinners \$150.00 per 45 gallon drum.

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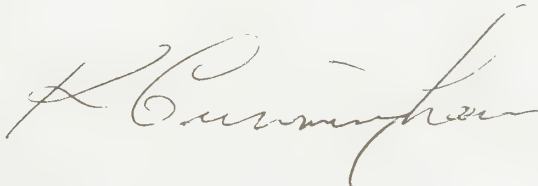
WASTE GLYCOL

We will supply the container upon your request.

If you have any questions please call me at the above number.

We pride ourselves in providing a 24 hour service.

Sincerely



Ken Cunningham

HELPING OUR CUSTOMER TOWARDS A BETTER ENVIRONMENT









#### AUTOMOTIVE REFINISH SPECIALIST

The successful candidate will have a thorough background in automotive refinishing and good interpersonal skills. This self-starter will be working for one of the largest warehouse distribution companies in Canada. This position will involve travel throughout the golden horseshoe and working with some of the best refinish shops in the area.

#### QUALIFICATIONS

- Minimum Grade 12 Education
- Minimum 5 years experience as an automotive refinish painter
- Good General Product knowledge and understanding of the trade
- Good written and communication skills
- Good personal attitude
- Willing to work within shops "Hands on"
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Salary Plus incentives, car allowance, and gas mileage

#### SUBMIT RESUME

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Acklands Limited  
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Toronto, Ontario  
M3K 1E8







## *Innovative and Affordable Safety Training for the 90'S*

### **Blue Phoenix Workshops**

The Blue Phoenix Centre, acting as your **Resource Partner** can address your current needs with the appropriate workshops focusing on critical aspects of the Workers' Compensation Board's **Work-Well Audit**, and the future requirements of the Workplace Health and Safety Agency.

### **Customized Affordable Training**

Blue Phoenix Training Workshops, can be delivered to your safety committee representatives, management, workers, and supervisors who will then be able to customize your training programs, and present video-based training workshops to their co-workers. This will meet the specific requirements of your company as well as all the new amendments to the Occupational Health and Safety Act.

### **Training Workshops**

As a broker for Blue Phoenix Training Centre Inc., HARA can arrange for bookings on all the training workshops for your company.

#### **Stress Management Workshops**

- Stress Awareness Skills
- Stress Acceptance
- Stress Coping
- Stress Action
- Work Related Stress

#### **Presentation Skills Workshops**

- Adult Learning Strategies
- Problem Solving Techniques
- Effective Group Meetings
- Personal Growth Strategies

#### **Safety Training Workshops**

- W.H.M.I.S. Plant Inspection
- W.H.M.I.S. Audit
- Accident Investigation
- Portable Fire-Extinguishers Course

#### **Work Well Program**

- Emergency Preparedness
- M.S.I. (Musculo-Skeletal Injuries)
- Work Well Audit
- Ergonomics in the Workplace

### **Benefits**

- *Reduce* W.C.B. claims costs through efficient claims management
- *Identify* and *manage* workplace stressors, utilizing the Blue Phoenix Stress Map®
- *Facilitate* a pro-active Safety Educated Workplace with the Work-Well Program
- *Eliminate* heavy legal and moral costs
- *Implement* loss control through Health and Safety awareness
- *Compliance* with the new Safety Legislation at affordable rates



## **CLAIMS MANAGEMENT**

Efficient Workers' Compensation Claims Management will effectively reduce your current claim costs and reduce the potential for future penalties.

### **CLAIMS CONSULTANTS**

#### **Knowledgeable consultants provide:**

- Comprehensive review and analysis of compensation claims and related costs. ( monthly cost statements, NEER statements )
- Detailed proposal and recommendations for management of claims.
- On-site advice and assistance in establishing a system for effective claims management.
- Guidance and assistance in implementing a modified work program and/or written job descriptions, review for vocational rehabilitation.
- Recommendations for preparation to implement the Work-Well Program.

#### **Implementation of recommendations ensures that:**

- Accident employer will be awarded appropriate financial credit (through the Second Injury Enhancement Fund (SIEF) and the New Experimental Experience Rating (NEER) program.)
- Claims are handled in accordance with the Workers' Compensation Board stated policy.
- Lost time is appropriate for the injury.
- Timely medical and rehabilitation treatment is carried out.
- The injured worker is returned safely to the workplace as soon as possible.

#### **In addition our consultants will:**

- Investigate accidents
- Prepare submissions for and represent you before a Hearings Officer and at Tribunal Appeals.
- Accompany you to the Workers' Compensation Board offices to discuss a problem claim.
- Monitor prolonged claims.





INTER-INDUSTRY CONFERENCE  
ON AUTO COLLISION REPAIR

Plastic Repair Course - 3 Units

Sat., Sept. 26 AM - #1 Interior Plastics  
PM - #2 Exterior Plastics

Tues., Sept. 29 - #3 Sheet Moulded Compounds

Paint Repair Course - 3 Units

Sat., Oct. 3 AM - #1 Tinting, Blending, Polishing  
PM - #2 Spray Techniques & Equipment

Wed., Oct. 7 - #3 Finishes of the 90's (Waterbase etc.)

\*\* Please Note -- At press time a **Suspension and Steering** course was being planned for the Hamilton area. Please Call HARA at 549-3433 for further details.

Suspension and Steering - 2 Units

Sat., Oct. 17 AM - #1  
PM - #2

Collision Repair Course - 8 Units

Tues., Oct. 6 - #1 Identification & Analysis of Damage  
Tues., Oct. 13 - #2 Measuring Principles & Techniques  
Tues., Oct. 20 - #3 Straightening Systems & Techniques  
Tues., Oct. 27 - #4 Welding In Collision Repair  
Tues., Nov. 3 - #5 Replacement of Structural Components  
Tues., Nov. 10 - #6 Restoring Corrosion Protection  
Tues., Nov. 17 - #7 Working with Mechanical & Electronic Comp.  
Tues., Nov. 24 - #8 Suspension Steering & Alignment

Advanced Vehicles System - 2 Units

Sat., Nov. 28 AM - #1 Anti-Lock Brakes  
PM - #2 Air Bags

LOCATION: All Classes at All State Insurance, 311 Matheson Blvd.,  
Mississauga, Ont.

START: Tuesdays 6:30 pm; Saturdays 9:00 am

DURATION: 3 hours per unit

FEE: \$55.00 or Coupon per Unit plus \$5.00 on Saturdays for lunch.

For further information contact Karl Strachan at (416)-457-9250





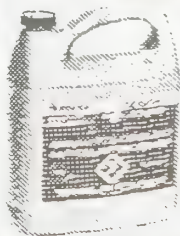


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**\$3.60** PER JUG

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SEPT. 1, 1992

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Jeep  
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### Accident Rates Expected to Decline Even Further in Next Five Years

Between 1965 and 1990, the accident fatality rate in the United States dropped from 5.6 to 2.1 fatalities per 100 million miles driven. During this same period Associated Marketing Consultants research showed that the Repaired Accident Frequency has dropped from 16 to less than 10 vehicles per 100 vehicles in operation per year.

The National Highway Transportation Safety Agency (NHTSA) is focusing an increasing amount of its budget on research programs aimed at crash avoidance. NHTSA reports that human error is responsible for nearly 90% of all collision accidents.

Areas of crash avoidance research that NHTSA is supporting include:

1. obstacle detection

2. blind spot monitoring
3. lane change and roadway edge detection
4. traction loss warning
5. night vision improvement
6. automatic braking

The concept of crash avoidance, while worthwhile, has and will continue to produce some impractical products and poorly thought out government mandates.

Bottom line for you, the shop owner, however is that research spending will lead to "systems" that will further lower crash frequency, reducing the overall market for collision repair.

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INSIGHT Magazine

### Graduates (cont.)

**Robert Faucher**

Highview Pontiac Buick  
Cambridge, Ont.

**Grant Geddes**

Flamborough Collision  
Waterdown, Ont.

**Steven Gray**

Terrace Lincoln Mercury  
Burlington, Ont.

**Brian Hilferty**

Dundas Valley Collision  
Dundas, Ont.

**Denis Huard**

Terry's Autobody  
Dundas, Ont.

**Scott Mackay**

Park Avenue Collision  
Georgetown, Ont.

**Dan Peaire**

Rymal Collision  
Hamilton, Ont.

**Ian Pitts**

Bennett's Collision  
Hamilton, Ont.

**Dennis Rodrigues**

Paling Inc.  
Hamilton, Ont.

**Jon Spencer**

Acme Autobody  
Kitchener, Ont.

**Len Syms**

Dudley Autobody  
Brantford, Ont.

**Chuck Tomczak**

Brantford Chrysler  
Brantford, Ont.

**Trevor Ziegler**

Sandy's Autobody  
Fisherville, Ont.



**ACKLANDS  
LIMITED**

**COMPLETE LINE OF BODY SHOP  
SUPPLIES & EQUIPMENT**

DUPONT  
PAINT  
PRODUCTS



**529-8157**

103 VINE ST.

### The State Farm (OEM or not to OEM) Debate

The HARA office has received numerous calls from shops and insurance brokers since early July regarding the policy changes announced by State Farm Mutual Automobile Insurance Company for stipulation of OEM or CAPA certified replacement crash parts. As of early June in the US and July 6 in Ontario, State Farm put shops on notice that if non-OEM parts were used, the shop would be in violation of the State Farm Repair Facility Criteria and would be subject to removal from the State Farm Repair Facility Reference List.

In the letter sent to local shops from Peter Robinson, Claim Superintendent, he says, "If it is your business policy not to use non-OEM (aftermarket) parts, you should advise the vehicle owner of that fact and reach agreement as to who will assume the difference in cost, if any." This is a substantial change from State Farm's prior policy of allowing only the lowest price for any aftermarket part, which met the State Farm Criteria. Many HARA shops had complained that they wanted to use original equipment parts because of perceived aftermarket quality problems, but were left with losses or billing the customer for the difference in pricing. This change in policy appears to be caused by three factors;

1. Keystone Automotive Industries of Pomona, California, is the largest distributor of aftermarket crash parts. Keystone now

admits that they falsely claimed their crash parts met or exceeded OEM parts. Ford Motor Company sued Keystone for misrepresentation in 1987 and on May 22 of this year, the US District Court required Keystone to pay Ford 1.8 million dollars in damages. Keystone now says their parts are not of "like kind and quality."

2. Hammer and Dolly magazine reports that a class action suit filed in Chicago in 1987 against State Farm uses the same terminology as the just completed Keystone case. The suit was "brought by a policy holder who was damaged by an unfair, deceptive and highly profitable practice ... requiring the use of cheap imitation parts in repairing its insureds' automobiles."

3. A further report tells of another suit, filed by Taylor's Auto Body Shop Inc., of Charlottesville,

Virginia in March of this year, alleging that State Farm interfered with the shop's business relationship through the use of its Facility Reference List. The suit was precipitated by State Farm's criteria for specifics about the use of non-OEM parts which this shop chose not to use, forcing its customers to pay the difference or go elsewhere.

**This article was submitted to State Farm for their comments.**

In response to the second paragraph of this article, State Farm replied that "It is incorrect. It is our policy in the best interest of our policyholders to only use CAPA certified parts when considering the use of quality replacement parts. A shop is in violation of our criteria if they decide to use non CAPA certified parts when we have considered or called upon the use of CAPA certified parts."

# DOWNTOWN

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- Call Neil or Tom -



# HARA

**AUTO REPAIR NEWS NETWORK**

## OSDO Shop Surveys

An exciting programme has started in Hamilton. HARA, in conjunction with the Ontario Skills Development Office (OSDO), is completing a needs analysis of the auto-body industry in order to produce a Sectoral Training Solution, to meet common training needs now and in the future.

Once the Sectoral Training Solution has been developed and approved, autobody shops can then apply for financial support for specified training. The maximum level of support is 50% of direct instructional costs.

During the next month, consultants from OSDO will be visiting specified shops and asking for your help and input. This question and answer type interview will ultimately help your staff and your business. Please greet them warmly when they arrive.

### AUTO FACTS



Porsche has announced production by special order only of the 911 Turbo S2. Tire size is;  
235/452R-17  
275/402R-17

For those shops that still don't understand kilopascals per square centimetre, these tires rate by aspect & speed. Call our associate members in the tire business (Taffy's Tire Shop and Setter Tire). They'll help you understand.



## Budds'

**FOR ALL YOUR PARTS**

**BMW SUBARU  
OAKVILLE**



**SUBARU**

**845-3577**

## Budds'

**IMPORTED CARS**



**JAGUAR**

**RANGE  
ROVER**

**845-1443**

## Budds'

**SATURN SAAB ISUZU**

**845-1610**

**WE DELIVER!!!**



## HARA MEMBERS

### 30% to 50% OFF

Suggested Retail Price

**ALL HARA MEMBERS** receive **WHOLESALE DISCOUNTS** on all brands of tires, wheels and related accessories. Discounts vary according to manufacturer but will, on average be as stated above.

## SETTER TIRE SALES & SERVICE

3245 Harvester Rd.  
(Unit 2)  
Burlington, Ontario  
L7N 3N8  
Phone (416) 333-0032

# Money



## Credit Card Coverage

Several credit card and bank card institutions are extending benefits to include a Collision Damage Waiver on rental cars.

When relying on the coverage and benefits available under such credit card policies, particular attention should be paid to the conditions stipulated — most particularly to any exclusions on the credit card agreement.

These exclusions can be troublesome.

For example, one credit card company excludes losses arising out of the operation of the rented vehicle where the terms of the rental agreement have been violated. Some rental agreements are negated if the driver is convicted of a highway traffic offence. All of this may restrict the coverage available under a credit card and leave you renting a vehicle with a large and unexpected vacation expense.

Broader coverage is generally available by extending your current personal automobile policy to provide the colli-

sion damage waiver. It's available at a nominal additional premium.

**Reprinted with permission from Dave Moore, Moore & Davis Insurance Brokers, and the Insurance Brokers Association of Ontario.**

## Big Shops More Profitable

A comprehensive study of the collision repair shop industry in British Columbia (B.C.), Canada, revealed that larger shops are more profitable than smaller ones. The study was jointly funded by the Insurance Corporation of British Columbia (ICBC), the Automotive Retailer Association (ARA), and the Motor Dealers Association.

"The purpose of the study was to determine the overall profitability of the collision repair industry and ascertain whether the industry profit levels are adequate for equity committed by owners and the risk incurred," stated an ICBC release. The ICBC release

stated that shops - on average - got a sufficient return on investment. On the other hand, the ARA trade publication stated that shops in the \$200,000 to \$500,000 range are not provided sufficient return on investment.

The full report, which was done by Ference and Weicker Management Consultants is not readily available since it cost over \$200,000 to produce. ICBC and the trade associations hope for a return on their investment by selling it before making it generally available throughout the industry.

At an ARA meeting in April, Don Ference, one of the consultants, estimated that 185 of the 408 body shops in B.C. that grossed more than \$200,000 would have earned a better return on their money if they had invested in federal government treasury bills.

There is only one insurance company in B.C. and it is government owned. The shops and insurers in B.C. sit down periodically and negotiate a

*Continued on Page 17*



### Big Shops (Cont.)

labor rate and other shop charges. This activity is illegal in the United States because antitrust laws prohibit one body shop getting together with another to discuss anything that may affect pricing.

According to the ICBC release, "The weighted average return on investment is estimated to be 37.7 percent for independent body shops and 39.8 percent for dealer body shops. The industry in B.C. generated a return on investment higher, in 1990, than that earned by most other businesses studied."

Of the 121 shops surveyed which grossed more than \$200,000 in 1990, the study revealed body shops that generated revenues of \$1,000,000 or greater per year accounted for 43 percent of industry revenues, but earned 78 percent of the total net income in the industry.

According to ARA's trade publication, "Many are concerned that environmental, health, and safety related issues will add significant increases from ICBC. Environmental-related costs averaged \$3158 per shop."

**Reprinted thanks to HAMMER & DOLLY Magazine and the Insurance Company of B.C.**

### The No Excuse RRSP

If you are like most Canadians, you work hard for your money. Yet every month after paying the bills and taxes you discover that there is precious little left for savings. Sure, you know that you should be putting money aside for a rainy day, and you probably know that the best way to do that is through an RRSP, however, finding the money has always been a problem. Today I am happy to introduce the "No Excuse RRSP". It is aptly named because now there is no excuse for you not to have the funds available for your RRSP. Traditionally Canadians wait until the last day to buy their RRSP's. After an hour wait in line the funds are often deposited into a low paying bank account. There is a better way. For example, did you know that there are many different types of investments that qualify for your RRSP? One example is a special labour sponsored investment fund that invests in companies from a broadly diversified and balanced portfolio. These investments not only qualify for an RRSP but also provide a special tax credit from both the Federal and Provincial Government. Here's how it works. Let's say you want to buy a \$3,000 RRSP. You do not have the money and even when you factor in the 41 percent tax

rebate you still come up short. If you were to invest your RRSP into a labour sponsored fund, you would in addition to your regular deduction, receive a tax credit of \$1,200. When you add it all up your \$3,000 RRSP only cost you \$570. That means that 81% of your RRSP was paid for by Brian and Bob. With percentages like that, there is No Excuse for you not to get a No Excuse RRSP this year.

**Submitted by Peter Long who is a Financial Consultant with Fortune Financial. Peter has published articles in Service Station and Garage Management, The Hamilton Lawyer and Heavy Construction News. Peter also teaches financial planning at Mohawk College.**

### Arkansas Glass Shop Owner Brings New Meaning to Direct Repair

In Jacksonville, Arkansas the "Arkansas Democrat Gazette" recently reported the arrest of glass shop owner Jeffrey Farmer. Farmer was charged with shooting out 200+ pieces of auto glass. Police believe Farmer did the shootings for financial gain. Farmer's shop had recently been approved by several insurance companies for direct claims work.

## Any shop, Any Insurer Questions and Answers

Poway, Calif. — July 15, 1992. The following questions and answers have been taken from three consumer focus group surveys done by the ASA (Automotive Service Association), Autochex, and MAX (Mitchell-ADP-Xchange).

**Q: WOULD YOU CHANGE YOUR PURCHASING HABITS BASED ON ENVIRONMENTAL CONCERNS?**

**A: YES.** Very strong response to use of chemical toxins. Half of the group actively recycle.

**Q: WHO WOULD YOU TRUST TO GIVE YOU A REFERRAL FOR REPAIR WORK?**

**A:** Overwhelmingly - family, friends and co-workers. People in the office know about each other's accidents and follow the progress of repairs very closely. If someone is dissatisfied, everyone knows. They would not trust the word of their insurance representative as to which body shops are top quality because of "mutually beneficial relationships".

**Q: WOULD YOU TRUST AN OUTSIDE RATING OF BODY SHOPS?**

**A:** Only if testimonials are from real people that are satisfied customers. They want guidance, but have no way to get it. Consumers feel that there is nothing in the claims handling process that is under their con-

trol. They're forced to buy insurance; their perception is that they are forced to go through the insurance company's process (get three estimates, etc.); they've forced to go to a particular shop (lowest estimate or DRP); they're forced to accept the repair because they don't know if it is good or bad.

**Q: HOW WOULD YOU DEFINE A GOOD BODY SHOP?**

**A:** The focus groups brainstormed and came up with a list. Each voted to pick the top three items: then the groups prioritized in order of importance: 1. Honesty 2. Warranty/guarantee 3. Value 4. Employee attitude towards customers 5. Satisfaction with repair. Extra services were not a top priority ... everything important relates to honesty.

**Q: WOULD YOU PREFER TO TAKE YOUR VEHICLE TO A DEALER FOR BODY REPAIR?**

**A: NO.** They felt they would be overcharged.

**Reprinted by permission,  
INSIGHT Magazine**

## AUTO FACTS



Retail price of a 1991 Jeep Cherokee Sport five-door -- \$22,000 U.S. Cost of rebuilding a complete Cherokee with Jeep-supplied replacement parts, with no labour -- \$52,000 U.S. **Fact courtesy of the AAI**

According to the Canadian Federation of Automobile Dealers Association, 99.9% of customers buy vehicles below the manufacturer's suggested price.

458,145 cars produced in North America for 1990 had ABS brakes.

39% of new car buyers purchase extended service contracts. Fewer than half ever use them.

There are currently 163 different car models available in Canada. The number of models available with air bags in 1991 was 70. In 1992, it was 92.

The average car dealership loses \$63,000 annually underwriting customer warranty claims that are underpaid by the manufacturer. **Fact courtesy of NADA**

The World's most expensive production sports car is the McLaren Cars model F1 which sells for about \$1,000,000 U.S. It does 0-60 mph in 4.0 seconds and packs a Mid-ship 48 valve DOHC V-12 engine. It's fuel economy? Quite poor.

In the U.K., I-CAR stands for:  
Insurance  
Carrier  
Approved  
Repairship





# You and the Environment

## For Your Environmental Awareness

Hi, I'm Adrienne Boden, your Business and Environment Support Team. My job for HARA was to visit the autobody and automechanical repair shops of Hamilton and help them to comply with environmental regulations.

With each shop, I gave them the most recent information available on proper handling and disposal of hazardous wastes. I also offered them referrals to recycling and disposal companies for all of their wastes on site.

This project gave HARA

the chance to meet people at the shops and gain a better understanding of their needs. As a result, we are working on meeting those needs by organizing a small quantity waste pick up service for our members and implementing environmental surcharges to cover your disposal costs.

Working with shops on an individual basis gave both HARA and the shop manager the chance to find solutions to problems and join hands to help our environment.

**Adrienne Boden**  
B.E.S.T.

## ENVIRO FACTS



Over the years, the average plastics content of cars has increased dramatically.

1978	176 lbs.
1990	222 lbs.
2000	270 lbs. (est.)

.....

By the year 2010, the number of cars scrapped worldwide is estimated to reach the 55 million mark!

.....

From the 1992 Porche 911 owner's manual -- "Engine exhaust is dangerous if inhaled."

## Worried about Inspections?

The HARA office has contacts at the Ministry of Environment and Ministry of Skills, Apprenticeship branch that can answer your questions. If you are worried about targeting or red-flagging your activities but need information on how to conform to regulations, call us at 549-3433. We will call the Ministry and anonymously get the information you need.

## Important Info on Pollution Protection

As the appointed Insurance Brokers for the HARA members, we feel it is our responsibility to keep you informed of the insurance hazards and exposures your industry is faced with on a day to day basis.—Pollution is no doubt the most highly publicized area of concern and in particular auto body shops storing any hazardous products, above or inground are at risk. Pollution penalties can be im-

posed regardless of fault, magnitude or relative contribution. Simply complying with regulations is not sufficient. The public now demands responsible environmental behaviour and accountability.—Whether you are storing hazardous products above ground or inground, there is Pollution Protection available to you. Please feel free to call Jackie at Bauman McKay to discuss this very important issue.

### News on Environmental Costs

In a recent U.S. survey on environmental surcharges, more than one shop owner was told by an insurance adjuster that they could dump hazardous waste out in the back yard for all they cared, but they were not going to pay for it to be removed. In Ontario, the situation seems somewhat better, with some companies like Zurich Canada taking an enlightened view on understanding the burden of proper disposal costs. The recent shop survey in British Columbia shows the average environmental costs per shop being \$3158. HARA has recommended an average per w/o fee of \$8-12.

The following information appeared in a letter that was sent to all regional insurance industry representatives by the local Regional Government.

1. That the Regional Municipality of Hamilton-Wentworth encourages its citizens to be environmentally conscious and act to reduce the level of pollutants and wastes entering our lands, air and water within the Region;

2. That the Region welcomes and supports positive industry and trade association activity regarding pollution control and clean up of the environment;

3. That continuing efforts towards the improvement of the quality lands, air and water within the Region be consistent

with the well being of Regional residents;

4. That all automobile repair shops be encouraged to practice pollution control by disposing of hazardous wastes properly and safely and this be recognized by the insurance companies as a legitimate expense;

5. That Regional Council supports the efforts of the automobile body repair industry through the Hamilton District Autobody Repair Association in promoting waste reduction and recycling initiatives within both its membership and the industry as a whole;

6. That Regional Council commends insurance companies and insurance appraisers operating within the Region that currently honour and cover the environmental costs associated with proper management of hazardous wastes as pertains to the autobody and collision repair industry, and urge insurance companies and insurance appraisers that currently do not recognize and cover environmental costs to consider coverage of legitimate environmental costs in order to encourage the proper disposal of hazardous wastes.

### Hagersville tire pile to finally be buried

HAGERSVILLE -- A mountain of 14 million charred tires that went up in smoke in a spectacular blaze two years ago will finally be disposed of at a cost of about \$3 million, the Ontario government said Wednesday.

The 50,000 tonnes of tires, steel belts, rubble and soil will be buried in a nearby dump this fall, and a system will be set up to monitor any leaching, ministry of environment representative Barbara Trebilcock said.

The province has already spent \$6 million cleaning up the tire dump since teenage arsonists set it on fire in February of 1990.

The fire burned for 17 days and thick columns of toxic smoke forced 1,500 Hagersville residents to flee their homes.

It will take about six months to build a special disposal area to bury the debris at a dump in Springvale, just west of Hagersville.

Under a plan accepted by Haldimand-Norfolk region, the province will monitor the site and assume responsibility for any leakage problems, Trebilcock said.

Further cleanup work at the site will take another two years, but new topsoil and grass already cover most of the dump.

**Reprinted from the  
Canadian Press**



# HARA

## AUTO REPAIR NEWS NETWORK

### "Bandit" Ban (cont.)

matter of ethics.

"People who are in an accident are often distraught, confused or shaken and not in a position to be making a level-headed business decision. It's unethical and irresponsible behavior."

Mr. Norris' request has the support of the Hamilton Automobile Club and the Hamilton-Wentworth Police.

Alderman Terry Cooke, chairman of the Hamilton-Wentworth Police Services Board, said a by-law is needed. He wants staff to research how it can be put in force, including examining what role the province can play. One of Mr. Cooke's concerns is making sure the city doesn't overstep its jurisdiction.

"The bottom line is there should be no solicitation at an accident scene," he said.

**Hamilton Spectator**

### AUTO FACTS



Of the "Top 500" U.S. car and light truck dealers, 364 had body shops with volume over \$100,000.

Of the "Top 25" shops, 21 were GM franchises, 3 were Toyota and 1 was a Mazda franchise.

The largest shop within the "Top 500" was Courtesy Chevrolet in Phoenix, Arizona with \$15,765,023 reported bodyshop sales and total dealership sales of just over \$57 million.

**Facts courtesy of  
INSIGHT Magazine**



## auto paint supply

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*Jack Carter*

Technical Specialists  
*David Gobell*

Sales Rep.  
*Ron Carter*

**80 Covington Street, Hamilton L8E 2Y5**

## HARA GENERAL MEETING

### Guest Presentation:

JENNY FREECE

MITCHELL COMPUTERIZED ESTIMATING  
SAN DIEGO, CALIFORNIA

Date: Thursday, Sept. 17, 7:00 pm

Location: Shriner's Club, 82 Melvin Ave.

Cost: \$20.00 (Includes Dinner)

If you're lucky, you just might win our door prize -- free use of a computer estimating system for any independent collision shop for a whole month, courtesy of **Nor-Jon Management!** All Draw proceeds go to the **HARA** student bursary fund.

**CALL (416)-549-3433 TO PURCHASE TICKETS**



# AGENCY RENT-A-CAR

*WHEELS WHILE YOUR CAR HEALS!!!*

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# HARA

AUTO REPAIR NEWS NETWORK

## Upcoming Events

- Sept. 9** Business & Environment Support Team meeting. Park Place, 4th Floor, Hamilton, 9:00 am.
- Sept. 9** Burlington area shop meeting at Windmill Restaurant, Pettit Road at 7:00 am.
- Sept. 9** I-CAR Hamilton Committee meeting at Co-Operators, Barton Street, 3:30 pm.
- Sept. 10** WHMIS training classes - location to be announced.
- Sept. 15** HARA Board of Directors meeting, Eastgate Ford, Hamilton at 10:30 am.
- Sept. 16** I-CAR Ontario Meeting at Allstate, , 311 Matheson Blvd., Mississauga at 7:00 pm.
- Sept 17** General HARA business meeting with guest presentation from Mitchell Computerized Estimating, San Diego at Shrine Club Hall, Hamilton. Call 549-3433 for tickets.
- Sept. 21** Start of MAP 26 week Brake & Alignment apprenticeship training, Hamilton.
- Sept. 23** Local Apprenticeship Committee meeting, Hamilton 10:00am.
- Sept. 26** Beach Party with "Elvis", look for the yellow flyer.
- Sept. 29** Court date in Hamilton for tow companies charged with soliciting at an accident scene.
- Sept. 30 -**
- Oct. 1** "Business Opportunities in the Environment Symposium". HARA is a guest speaker, Hamilton.
- Oct. 1** Start of the new HARA membership year.
- Oct. 10** ACAR, standards & accreditation announcement meeting, Washington D.C.
- Oct. 14** Insurance Brokers Association Dinner with guest Peter Kormos M.P.P.
- Oct. 14** Mohawk College Automotive Advisory Task Force meeting, 2:00 pm, Hamilton.
- Oct. 15** Tentative I-CAR steering & suspension training in Hamilton
- Oct. 22** Paint, Your Shop & Your Environment Trade Show in Stoney Creek. Sponsored by HARA and the Ministry of the Environment.
- Dec.3-5** National Autobody Congress & Exposition (NACE), Atlanta, Georgia.

## Newsletter Advertising Rates

1/8 Page \$100    1/2 Page \$250  
1/4 Page \$160    Full Page \$550  
Insert \$400

Swap Column -- \$30 per item  
Employment Wanted -- No charge  
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**25% Discount to  
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# SWAP COLUMN

Fairly good hoist needed. Call Danny or Romano at D'Angelo Autobody 549-4136.

One Bee Line Combiflex Alignment System with 4 turning plates for sale. \$6000. Contact Ed Cummings at Mountain Autobody 388-6014.

Contents for a Vehicle Detailing Business. Top of the line well maintained equipment & inventory.

John Bean full visualliner front end alignment rack. Reasonably priced.

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Contact John Mills at Poulton & Mills Collision at (416)-628-4312.

Kellogg 20 horsepower compressor. Power panel included. Used for 2 years. \$2995.00.

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To enquire about these items, call 335-1094.

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EXPERIENCE IN tire/general mechanical service. Trained in propane, WHMIS, Dangerous Goods license, have shipping/receiving experience, also machining, fitter/welder trained, have college up-grades. Eager to apprentice as a mechanic.

CONTACT HARA AT 549-3433 FOR MORE  
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Autobody apprentice seeks employment, recent graduate of the MAP 40 Autobody course offered at Mohawk College. Clean cut and willing to work and learn. Have own transportation. Call Bryan Kean at (416)-679-6724

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CALL THE HARA OFFICE AT (416)-549-3433 FOR MORE INFORMATION

### HARA Membership Form

Business Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Representative \_\_\_\_\_

#### Type of Membership

1. ☐ Collision Repair Centre (\$300 + GST)
2. ☐ Collision Repair Centre, Add. location (\$150 + GST)
3. ☐ All other Businesses (\$200 + GST)
4. ☐ All other Businesses, Add. location (\$100 + GST)

Please return this form along with your cheque to:

HARA, P.O. Box 47594 Centre Mall, Hamilton, Ontario, L8H 7S7



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Autobody Repair  
Association

URBAN/MUNICIPAL

GOV

MENT DOCUMENTS

# AUTO REPAIR NEWS NETWORK

Serving Hamilton-Wentworth, Halton, Thorold, Welland, Niagara, Simcoe, Haldimand & Norfolk

1992, Issue #5, November

## Board of Directors

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## INSIDE

Welcome Mat

Money Matters

Training Update

Environment News

Upcoming Events

## President's Message

Each year at this time, the Board of Directors for HARA is renewed, and new blood and new ideas are brought to the discussion table to continue to strengthen both HARA and the autobody and collision industry. Congratulations are in order to those far-sighted people who have contributed time and effort to promote the industry both last year and in the coming year, and best wishes to our new President elect Alex Szabo who takes over in November.

They should be proud of HARA's accomplishments on behalf of the shops in the last year. The addition of four new staff members to our office will serve members needs much faster and will encourage more members to join the largest local autobody repair association in North America. Our 35% growth in membership so far this year shows that we are on the right track. Positive gains have been made in the towing regulatory areas, minimum standards accreditation, publicity in radio, print and television, and environmental surcharge enforcement, and communication of important data to our members. Hundreds have attended our training programmes, our autobody school continues to produce quality trades people, new and inventive employment and upgrading programmes have been introduced and numerous initiatives have been started in our adjacent area municipalities. Our newsletters now reach over 2300 shops and insurance industry personnel, conveying a professional message to all.

1992 has been a tough year for most shops, and cost cutting is the order of the day, however, an effective voice that reaches the regulators, politicians, tow industry, and the public to advertise your skills and professionalism is a welcome expense for any shop. HARA is an effective voice for your shop. With your support, the voice will be stonger. Membership renewals have been sent out. We want your voice represented and in our DIRECTORY of shops for insurers to see. Join today.

Tony Mercanti, Past President

## WELCOME MAT

## New Full Members

COMPLETE AUTO BODY  
Oakville  
MOUNTAINSIDE COLLISION  
CENTRE  
Burlington  
O'SULLIVANS AUTOMOTIVE  
Hamilton

New Associate  
Members

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Ancaster  
MERAY MOTORS  
Oakville  
INSURANCE BROKERS  
ASSOCIATION OF HAMILTON

AUTO REPAIR NEWS  
NETWORK

Announces the expansion of its coverage to Mississauga, Brampton & Toronto starting with our next issue, in January 1993

## CIRCULATION

The AUTO REPAIR NEWS NETWORK is a bi-monthly publication of the Hamilton District Autobody Repair Association. Current circulation is 2300 copies distributed throughout Hamilton-Wentworth, Halton, Thorold, Welland, Niagara, Simcoe, Haldimand & Norfolk Regions

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### IN THE NEWS

On August 10, 1992  
Hamilton-Wentworth Regional  
Police received a complaint  
from Michael Magee .  
occurrence # 92-060330-6 .  
This report states that  
threatening & mischief were the  
offences.

Mr. Magee works for  
Northgate Towing Company.  
On the above date, a rival tow  
company threatened to beat him  
up if he showed up at another  
motor vehicle accident scene.  
The auto he was driving , a 1986  
Plymouth lic# 025 FWO had the  
left rear corner panel kicked in  
causing \$500.00 damage.



CONGRATULATIONS TO  
JOHN NORRIS Executive Director  
H.A.R.A. Seen being awarded the  
PARTNER in SKILLS DEVELOPMENT  
AWARD. Hamilton, October 15, 1992



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**529-8157**  
103 VINE ST.

On August 11, 1992  
Hamilton-Wentworth Regional Police  
received yet another complaint this one  
from Raymond Lavoie, occurrence  
# 92-060329-0. This report states that  
assault level 1 & threatening were the  
offences .

Complainant and suspects worked for  
rival tow companies . On the above date,  
the complainant was punched in the left  
side of his face by the suspect. The  
complainant was threatened death by  
three suspects if he attended another motor  
vehicle accident.



### NATIONAL STANDARDS IN WASHINGTON D.C.

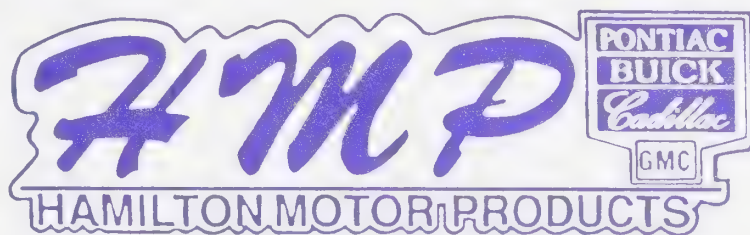
October 10, 1992 marked a momentous day in the history of the autobody and collision repair industry. On that day, in Washington D.C. delegations and representatives from the United States and Canada, met to discuss and adopt national minimum standards.



Such a programme is the first step in improving the public's view of the industry and guaranteeing a future of self-regulation rather than government regulations.

Standards will improve your operation and provide a better public perception, leading to more business. Your customer wants the assurance of knowing he/she is dealing with a professional and reputable shop. Your acceptance of minimum standards is the first step towards an assured future.

MORE ON THIS  
ARTICLE AND  
HARA'S TRIP TO  
WASHINGTON PAGE 8



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### OVER 75 YEARS OF SERVICE BEHIND NEW DEALERSHIP.

4 technicians and a licenced class A apprentice are the back bone of an impressive 8 bay high tech service facility just opened on Hamilton's mountain.

Hamilton Volkswagen, the only Audi & Volkswagen dealership in Hamilton-Wentworth celebrated its grand opening on October 14 on Upper James St. Joe Zeleznak, Service Manager, is understandably proud of his equipment and his professional customer oriented staff. All customers receive follow up telephone calls and service response cards are used to gauge customer satisfaction. All completed service customer vehicles are washed.

Available shuttle service can transport customers to work once they have driven into the heated indoor vehicle waiting area.

Free coffee, donuts and the latest videos on a large television screen satisfy those customers who want to wait for their vehicles.

The comfortable waiting area looks out onto the service bays, allowing the customer to see the work being performed.



Looking out into the service bays the customers see the two separate air conditioner recycling machines and the anti-freeze recycler. The new engine analyser, alignment machine, mig welder and testing equipment for ABS brakes are on one side of the shop, while tire changing & wheel balancing equipment hug the service bay walls next to the fuel safety apparatus.



Hamilton Volkswagen does all servicing on the premises including bearing & axle pressing, fuel injection diagnosis and repair and all transmission work.

Mechanical labour rates are reasonable with the flat rate for Volkswagen at \$60.00/hr. and Audi at 65.00/hr.

**BEST WISHES TO  
HAMILTON  
VOLKSWAGEN FROM  
ALL OF US AT HARA**

## HARA TACKLES WASHINGTON D.C.

HARA is pleased to announce that the Board of Directors of our non-profit corporation, the largest local autobody association in North America has adopted the ACAR Minimum Standards Resolution that was overwhelmingly accepted at the meeting of industry groups from across the United States in Washington, D.C. on October 10, 1992.

HARA was the only association in Canada to send a representative to this historic meeting, the first time in history that associations could finally adopt national standards for shops.

HARA wishes to congratulate all those involved in the long discussions and deliberations that led to this milestone in the collision repair business. Over 15 different local standards programmes were reviewed.

We hope that all associations in Ontario and those with Public Insurance can use these standards as a base for similar standards for their shops.

HARA will continue discussions with the Ministry of Skills Development and the Ministry of the Environment in Ontario and the Cars Council in Ottawa and the National Automotive Trades Association in an effort to further enhance and define these standards in the future.

Any HARA shop that is accredited with the Canadian Automobile Association's "Approved Auto Repair Service" (AARS) programme will find that the HARA standards are compatible.



JOHN NORRIS SPEAKS ON BEHALF OF HARA IN WASHINGTON D.C.

picture compliments of Shelia Loftus

### 1991

In 1991 the Ontario Ministry of Labour laid 1,545 charges under the Occupational Health and Safety Act. of those 524 got to court and 380 ended in convictions

---

## AUTO FRAUD HEARING - USA

The senate Consumer Subcommittee of the Commerce, Science and Transportation Committee appears poised to convene a second hearing on the issue of automotive repair fraud. While the initial hearing held July 21, 1992, covered a variety of problems and concerns confronting the automotive industry, the second hearing will likely be on the use of the flat-rate manual to determine billable hours and incentive compensation programs.



### Auto Collision Repair Facility Minimum Standards

Any person(s) or company engaged in the business of automotive collision repair on automobiles and light duty trucks shall :

1. Comply with federal, provincial, and local regulations.
2. Provide workman's compensation and garage keeper's liability insurance.
3. Provide evidence of ongoing training for all management and technical personnel.
4. Provide a one-year written warranty on all repairs.
5. Have a refinishing area that complies with safety, environmental, and legal regulations.
6. Utilize a four (4) point clamping system to secure the vehicle while making structural repairs.
7. Have the following measuring and pulling equipment:
  - a. Equipment capable of making three-dimensional measurements on symmetrical and asymmetrical vehicles.
  - b. Electrical/Hydraulic pulling equipment appropriate to the repair.
8. Utilize current dimensional guides appropriate to the vehicle being repaired.
9. Have the capacity to provide four wheel alignment.
10. Utilize appropriate welding equipment that meets the vehicle manufacturer's requirements.
11. Reinstate vehicle corrosion protection.
12. Replace or restore the vehicle structural components to its pre-accident condition with regard to location, integrity, durability, and safety.
13. Replace all safety devices to the manufacturer's recommendations.
14. Have the ability to safely raise the vehicle for inspection and repairs.
15. Be capable of removing the engine, drive train, and suspension, when necessary for repairs.
16. Have a paint system that can produce an original equipment manufacturer's type finish.
17. Provide a clean professional environment for receiving customers.
18. Constantly strive to eliminate all illegal and fraudulent practices.

### WINNING ADVERTISING BUSY COLLISION REPAIR SHOPS

It's a fact: over 10% of all drivers in Ontario will have an accident during the next 12 months.  
Personalized **GLOVE BOX ACCIDENT REPORT KITS** will help you get your share of repairs.

Instructions & warnings to your customers; User friendly accident report forms; Roadside request for help card; Witness information cards; A sharpened pencil and Special instruction cards with directions to your shop for your customer to hand to the tow truck driver.

All in a "see through" vinyl envelope, 1st. 250 @\$1.00; additional @.75. (minimum order 250)

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# Money

# Matters



## Guarantees by Shareholders

I'd wager that you - the entrepreneur - have guaranteed the bank loans and/or the mortgage of your company. Do you know the income taxes consequences if you have to honour those guarantees?

There are two different results

1) Firstly - You never received any remuneration for giving this guarantee! Tough Luck Then !!! Since you did not receive a fee for giving this guarantee, there is no income tax relief for you when you are called on personally to honour this guarantee. In other words, you did not give the guarantee with a view of making a profit. You gave the guarantee for the purposes of preserving an income source.

2) Secondly - you did it right - the company paid you an annual guarantee fee. Then, when you are asked to honour the guarantee, the principal amounts paid will be deductible for income tax purposes as an "allowable business investment loss" (as long as the company is a small business corporation).

What do you need to do? Pay yourself a reasonable guarantee fee - it can be in lieu of wages that would otherwise be paid to you. It should be done in conjunction with the annual renewals of your lines

of credit at the bank. Finally, make sure that this guarantee fee is disclosed as such on your income tax return.

**Submitted by:**

**William G. Ernst, CA**  
**Doane Raymond Pannell**  
**Chartered Accountants**

## Why Wait for a Tax Rebate?

Do you wait until July or August to receive your Tax Refund from Revenue Canada? Last year over 13,000,000 Canadians received on average \$800.00 back in tax refunds. Quick math calculations tell us that the Government earns over 51 million dollars a day in interest from our money! Now tell me, don't you think you could put that money to better use than Revenue Canada?

The good news is that you can! By using a little known investment strategy called "Tax Deduction At Source" you can increase your net take home monthly RRSP contribution.

The idea is easy to implement. Your financial advisor alerts Revenue Canada that you are providing for your retirement by making

monthly RRSP contributions. Revenue Canada authorizes your employer to increase your net take home pay.

You enjoy other benefits when you make monthly RRSP contributions. Few of us miss a small monthly payment and as a result you never have to scramble funds for your contribution. The monthly income tax rebate makes monthly investing even easier.

**Peter Long is an independant financial consultant with Fortune Financial. He also teaches financial planning at Mohawk College. For a complementary copy of his booklet, "Winning With Your RRSP" call him at (416) 336-9544. Peter is a frequent contributor to "Auto Repair News Network" and "SSGM" (Service Station and Garage Management)**



**The number of body shops advertising in the Chicago, Illinois telephone directory but not licensed to operate by either the City or State is 230.**

### \$ 39,000 SAFETY FINE

Ontario's largest ever individual health and safety fine has been levied against a Scarborough man.

Zora S. Khattra owner of Z.K. Autobody 125 Select Ave, Scarborough, was convicted in provincial court September 14, 1992. and was fined \$ 39,000.00 for nine violations of the Occupational Health and Safety Act .

Mr. Khattra's fines ranged from improper foot wear to failing to comply with orders.

These charges were laid March 6, 1991 when a health and safety inspector determined eight previous orders to improve working conditions had not been followed.

This fine shows that the courts take non-compliance seriously ,said Ministry of Labour lawyer Bruce Arnott.

This should send a message to all shops if an inspector tells you to clean up your act you should do so, it will save you money in the long run.

### TEXAS NIPS DRPs

In a letter dated November 13, 1991 the Texas Dept. of Insurance warned insurers against "misleading policy-holders into thinking they are limited to insurance company-approved shops for repairing their damaged autos."

The Texas Legislature passed an act in 1991 that prohibits an insurer from limiting the policyholder's selection of a repairer for collision damage.

**Polaroid.**



**Nor-Jon**  
Management Associates  
**Mitchell**

*First Parts Group is pleased to announce our association with Polaroid Canada and Nor-Jon Management Associates. Part of our ongoing commitment to servicing the collision repair industry.*

- |   |  |
|---|--|
| *Regional Office, Toronto Manager: Norm (376-5388)  | *Ontario Manager: Michael (376-5395)                                       |
| *Toronto West, Mississauga, Brampton, Oakville<br>Greg (Pager 376-4576) Howard (376-5549)                               | *Kitchener-Waterloo, Guelph, Cambridge<br>Steve (Toll Free 1-416-559-4616) |
| *Toronto East, Scarborough, Pickering, Ajax<br>Dan (377-2957) Craig (377-2976)  | *Hamilton-St. Catharines, Niagara Falls<br>Alan (Toll Free 1-416-553-4397) |
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| *Oshawa, Peterborough, Kingston<br>Glen (Toll Free 1-416-553-4492)  | *Windsor, Chatham, Sarnia<br>Alan (Toll Free 1-416-559-1347)               |
|   | *Ottawa-Hull<br>Bob (416-730-0969)   |

HEADQUARTERS Vancouver (604) 521-2550

President: Bob Kirstlun

Vice President: Tim Scharenberg

REMEMBER PHONE FIRST PARTS FIRST!

### INSURED MOTORISTS RIGHTS IN ONTARIO

1. Do I have the right to select the shop that will repair my car?

YES. In order to expediate your claim, select the repair shop and notify your insurance agent or company.

2. Do I need to get three estimates?

NO. Do not waste your time and that of several repair shops getting estimates. Select your repair facility and notify your agent or insurance company. Your insurance adjuster will need to inspect the damage. Some insurance agents may tell you to get two or three estimates. Talk to your insurance adjuster first. Generally claims are handled by the company's claims department, not the agent.

3. Must I notify my insurance company before repairs?

YES. Insurance policies require that you notify the insurance company or your agent. Make a report and tell them where the damaged vehicle can be inspected.

4. Who is responsible for the repairs?

The auto body repair shop.  
That is why it is important that you select a repair facility that is properly TRAINED and EQUIPPED to restore your automobile to its pre-accident condition.





J.E. SHOVELLER  
Chief of Police



68 CHURCH STREET  
ST. CATHARINES, ONTARIO, CANADA  
L2R 3C6  
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FAX 685-5081

ADDRESS ALL CORRESPONDENCE  
TO THE CHIEF OF POLICE

PLEASE REPLY ATTENTION OF

FILE NO

## WANTED VEHICLE MURDER OF KRISTEN FRENCH



Investigators from the police Task Force established in relation to the murder of Kristen French are requesting the assistance of the Hamilton and District Auto Body Repair Association. The colour of the CAMARO automobile in this photograph has been identified as being similar to paint code #84, "Yellow Beige", as listed on the C.I.L. paint charts for General Motors products manufactured in the years 1975 to 1979. The year of the model shown in the photograph may or may not be accurate, but is fairly close.

The CAMARO automobile sought in connection with this crime is in average condition. The paint finish is dull. The car is very plain with no chrome or pinstriping visible.

Investigators are concerned that because of the massive hunt underway for a CAMARO of this description, the culprit may try to have the colour of the vehicle changed.

Any person who may locate a car fitting this description or has had contact with one since April 16th is asked to contact an investigator. Investigators are on-duty daily from 07:00 am to midnight.

PHONE TOLL FREE: 1-800-267-6357  
OR 1-416-688-4111, ext 498

THANK YOU FOR YOUR ASSISTANCE.

Authority,  
Inspector Vince Bevan.

PRINTED BY MASTER PRINTING IN COOPERATION WITH THE AUTOBODY ASSOCIATIONS IN  
SOUTHERN ONTARIO





# *You've Had One Accident, Don't Have Another.*

*We know that involvement in an auto accident is a very traumatic experience. And we certainly don't want it to happen to you.*

*However, if you become involved in an accident or are stranded on the highway for any reason, we want you to be aware.*

*Unfortunately, in this area, there are some unscrupulous tow truck operators that may take advantage of your situation.*

*They are tow truck owners, known as chasers or bandits, that listen to police frequency radios on scanners and appear at the scene of the accident usually before the police. Often these "chasers" are employed by bodyshops.*

*They solicit accident victims at a traumatic time when they are generally confused or even in shock, and when it is sometimes difficult to make sound judgement decisions. They then have the accident victim sign an authorization slip to pick up their vehicle (after the police finish) and deliver it to a body shop for any work performed.*

*In our opinion, this is not a just or fair business practice. The customer is promised anything. He or she has no way of knowing if expert repairs are being done to their vehicle, or if more damage was done to the auto enroute. The cost of towing may even be exorbitantly high. This kind of practice creates a lot problems for the police at the scene.*

*We are very concerned and are taking steps to ensure this kind of practice is stopped.*

## ***Be Aware!***

***If you are in an accident:***

- \* Use a contracted towing company***
- \* Don't sign anything on sight or without proper consultation***
- \* Use a reputable Auto Body Shop of your choice***
- \* If unsure, talk to your insurance broker or company***





## ATTENTION EMPLOYERS!!

MOHAWK COLLEGE

in cooperation with . . . . . *jobsOntarioTraining Fund*

The Jobs Ontario Training Fund is a \$1.1 billion dollar initiative by the Province of Ontario designed to:

- assist in the development of a skilled labour force to ensure Ontario's competitiveness
- help employers create higher skill jobs to overcome the impact of the current recession
- assist those unemployed as a result of the recession to re-enter the workforce

Mohawk College, in cooperation with **Jobs Ontario Training Fund**, is currently operating a program designed to assist participants obtain employment in positions with good potential for long-term training and growth. These individuals are highly motivated, job ready, skilled and are experienced in a wide range of occupations. In addition, they have recently acquired training in the following areas:

- |                    |                            |
|--------------------|----------------------------|
| * Word Perfect 5.1 | * team building            |
| * Lotus 1-2-3      | * creative problem solving |
| * d-Base III Plus  | * decision making          |
| * DOS              | * communication skills     |

**Jobs Ontario can benefit Employers interested in hiring Jobs Ontario participants in three ways.**

1. Each participant in the Mohawk College program is eligible for a 6 week work experience placement to be completed at no cost to the employer. It is anticipated that following this initial placement the participant will become a full-time employee.
2. Private sector employers willing to create a new position for a program participant may receive a Training Credit equal to 35% of that new employee's annual wages, up to \$10,000.
3. At least half the Training Credit must be used to train the participant. The remainder may be used to upgrade the skills of existing employees.

For more information on how your company may participate in this program, please contact a **PLACEMENT OFFICER** at:

Mohawk College, Contract Training Services Division,  
JOBS ONTARIO TRAINING FUND,  
350 King Street East, Suite 110, Hamilton, Ontario. L8N 3Y3

TELEPHONE: (416) 527-7226

FAX: (416) 527-5155

T.D.D. (416) 527-3944







**HARA**

Hamilton District  
Autobody Repair  
Association

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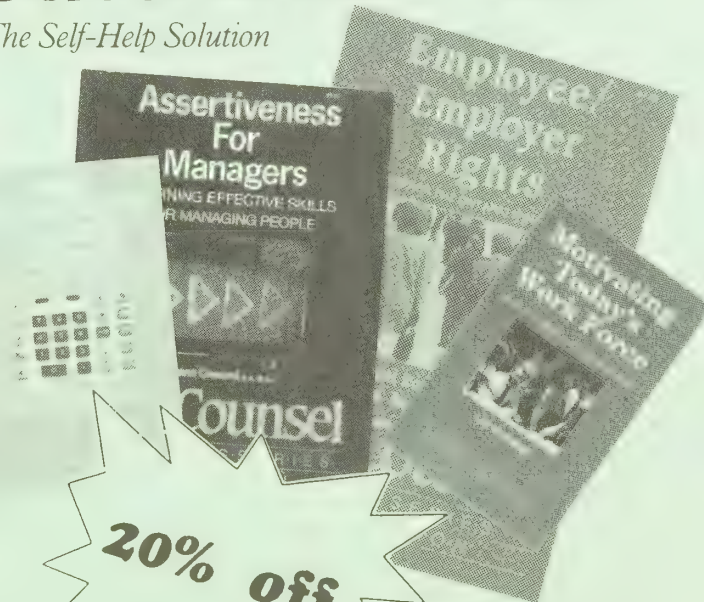
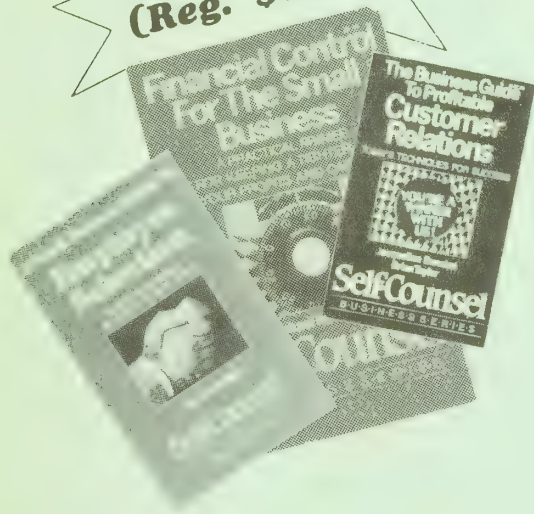
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_____	Guide to Employee Selection	\$6.95	\$2.50	_____
_____	Financial Control for Small Business	\$6.95	\$2.50	_____
_____	Assertiveness for Managers	\$12.95	\$10.36	_____
_____	Basic Accounting for Small Business	\$8.95	\$7.16	_____
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Hamilton, Ont. L8H 7S7

**For more information, call the HARA office at (416) 549-3433.**



# Save an extra 40% in taxes on your RRSP contribution this year

**W**hile mutual funds are generally designed to reward investors in the long run, there's an investment fund that gives you an immediate tax advantage.

Working Ventures Canadian Fund gives you a 40% headstart over just about every other fund in Canada.

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Your investment will primarily be reinvested in promising, growth-oriented small and medium size businesses in your province.

## Experience That Counts

Key to the performance of the fund is the expertise and experience of its management team headed by Ron Begg, President. His track record of success combines senior corporate management disciplines with the hands-on company-building skills of a successful entrepreneur. This complements well the investment and finance background of Jim Hall, Vice-President Investments. Jim has solid professional credentials from public accounting and merchant banking, and a record of originating and managing successful investments. Jim offers a prudent, disciplined and seasoned approach to the development of a strong, diversified investment portfolio.



Discover How  
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## Investment Objective

Working Ventures' objective is to produce the superior returns traditionally associated with investment in dynamic and growing businesses, while minimizing risk through prudent development and management of the fund.

Private equity investing involves certain risks that are not encountered with many other investments. Although Working Ventures provides you with a tax credit to help offset those risks, it cannot guarantee that its investments will earn a specified rate of return, or any return, in the short or long term. In addition, a private equity investment involves a longer term commitment.

## Poised For Growth

Due to the current economic environment, Working Ventures is in an ideal situation, prepared to take advantage of investments in under-valued businesses and positioned to profit as the economy turns around.

And, while a majority of the fund's assets will be invested in enterprising businesses to maximize return potential, risk is tempered by investing a portion of assets in short-term, high quality government securities.

Important information about this investment fund is contained in its prospectus. Obtain a copy from a securities dealer duly qualified and licensed to distribute these securities and read it carefully before investing. Share value and investment return will fluctuate.

\*The extra provincial tax credits are available to investors resident in Ontario and Prince Edward Island.

**For more information, contact:**

**PETER LONG**

**c/o FORTUNE FINANCIAL  
BURLINGTON, ONTARIO**

**(416)336-9544 Burlington or Fax 336-9836**

**(416)527-6111 Hamilton**





### Available Brochures

HARA now has several brochures available at our office for any member. They include the Motor Vehicle Repair Act, the Business Practices Act, a guide to the Repair Storage and Liens Act, Tips on Buying a Car, When You are in a Accident and When You and Your Insurance Company Don't Agree, and the Consumer Protection Act. These brochures are helpful in informing the public about their rights and responsibilities. Please feel free to contact the HARA office and request any of these pamphlets. Videos may be available.

### ! THE STING !

On Thursday October 1, 1992 a tow truck driver took a 1991 vehicle with \$ 9600.00 worth of damage to a number of autobody shops in the Halton Region.

His approach was uniform at all shops and rehearsed in advance. Shop operators and owners were asked for pay-offs and how large a fee would be paid to the tow truck driver.

All conversations were recorded and the tapes were sent to HARA .

HARA was not involved in this operation.

Two shops in Burlington, one an independent and one from a large group offered cash payoffs if the driver would immediately drop the vehicle in their lot.

In one instance the offered payoff was \$960.00 or 10% and in the other case the original offer was \$400.00 and was later raised to 18% or \$1700.00 when the tow truck driver said he had already been offered 15% elsewhere .

Both shops were contacted by HARA for comments for a forthcoming newsletter article on these incidents.

One shop has denied making the taped comments and the other advises that the bribe would have only been paid if the vehicle was from outside the Burlington area.

However, both shops have threatened HARA with lawsuits if the tape transcript is printed or they are identified .

## DOWNTOWN

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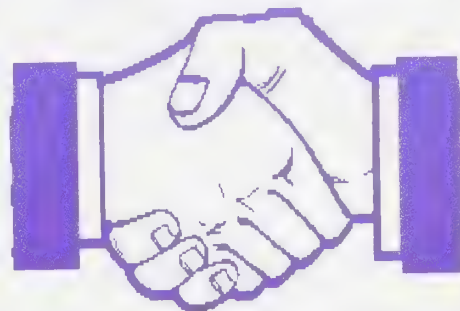
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TO  
JERRY VISOCCHI  
at

**GLANFORD AUTOBODY**  
**A PROUD PARTICIPANT IN THE**  
**JOBS ONTARIO TRAINING**  
**PROGRAMME**



# HARA Membership Form

Business Name \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_  
Province \_\_\_\_\_ Postal Code \_\_\_\_\_  
Phone # \_\_\_\_\_ Fax # \_\_\_\_\_  
Representative \_\_\_\_\_

## Type of Membership

1. ☐ Collision Repair Centre (\$300 + GST)
2. ☐ Collision Repair Centre, Add. location (\$150 + GST)
3. ☐ All other Businesses (\$200 + GST)
4. ☐ All other Businesses, Add. location (\$100 + GST)

Please return this form along with your cheque to:  
**HARA, P.O. Box 47594 Centre Mall, Hamilton, Ontario, L8H 7S7**



*Having Fun at HARA's  
Beach Party Night*

## OSDO Shop Surveys

An exciting programme has started in Hamilton. HARA, in conjunction with the Ontario Skills Development Office (OSDO), is completing a needs analysis of the autobody industry in order to produce a Sectoral Training Solution, to meet common training needs now and in the future.

Once the Sectoral Training Solution has been developed and approved, autobody shops can then apply for financial support for specified training. The maximum level of support is 50% of direct instructional costs.

## Remember When

*Bell v. Simcoe and Erie General Insurance Co. (1979), C.P., 274.* The insured had an old car that needed \$2606 worth of repairs after an accident. The insurance company decided to declare the car scrap and only pay its value, plus sales taxes, for a total of \$1085.

The judge ruled that anyone who is involved in an accident, which is not his or her fault, has the right to demand that the vehicle be restored to its former condition.



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365 Gray's Rd.  
Stoney Creek L8E 2Z1  
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- transmission cases
- oil pans
- sub-frames & hidden box

## **Krown lubricates**

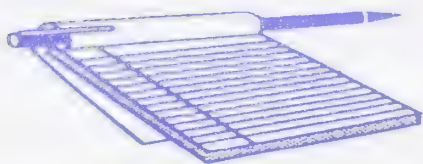
- window and door mechanisms
- door and other locks
- electrical switches and cables
- all wiring and air lines
- exterior rear-view mirror
- hinge assemblies
- split wheel assemblies
- leaf springs



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# Training Update

Is there a customer service crisis in the industry? I certainly think there is one. Customers are becoming obsessed about how they were treated by an employee. Can you recall how hard you have laboured to build and maintain new contacts with customers? Failure to train your staff or listening to your staff excuses for not adapting to customers requests will just contribute to the decline of your company's reputation.

I was recently telling a business person, "Training is not the only key solution but it may help soften an employee's attitude towards customers." Other variables may be in the way such as an employee dissatisfaction with your current pay structure, or not getting along with the supervisor or other support staff.

Getting your staff to share your vision is time consuming. What is the alternative? You must have three key resources: commitment, guts and money. A few suggestions follow for organizations determined to cope with tough times without sacrificing the hard-won gains of recent years.

We are asking employees to act adequately, for the survival of your company, with

customers between nine and five. Training an employee to act differently with customers is not an infringement of privacy. Some employees are locked so firmly to behavior learned from childhood that it takes a long time to change them.

Coupled with the fear of adaption, few employees have the flexibility of a chameleon to adapt to an ever changing market. During in-class coaching sessions, I often hear employees say "You know, at thirty it is hard to change." Statements of resistance are the corner stone of new opportunities. Staff people have difficulty understanding this concept; your banker does not though.

The assumption by managers that employees will go to the class and come back spic and span, is ludicrous. Unless you are willing to go through what they will go through, your efforts will fail.

Often I hear managers say "We will only send the one that needs it the most." This kind of attitude fosters mediocrity. Try to play golf with people with lower ability than yours. What happens? Outstanding employees must be paired with the not-so-good employees, to force them to re-adjust their aspiration level.

How to recapture your

post training investment? Make sure you are willing to do what you have been procrastinating for the longest time; rewards and coaching. In that order.

Remember, training is not the only resource left for hopeful recovery of your business in the next three months, because people's behavior don't change that fast. You must repeat the training process to be taken seriously by your employees. Most employees see training as a hiccup that came along. "It must be a joke!".

We have entered an era of bare-knuckled competition. So, keep your hands off the training budget.

**Jocelyn Martin**

*Mr. Jocelyn Martin of Linc Resources evaluates the quality of service a company offers its customers and designs training programs for front line employees. He has worked with HARA for the last twelve months teaching customer relations. He can be reached in Toronto at (416) 462-0494.*

## Testimonial

**HAMILTON RADIATOR  
(537 KENILWORTH AVE.)**

**"I would not hesitate to return here for service."**



# HARA

## AUTO REPAIR NEWS NETWORK

### Minister Announces Additional \$13.6 for Apprenticeship Training

A major initiative to revitalize and expand Ontario's apprenticeship training system has been announced by Dr. Richard Allen, Minister of Skills Development.

At an Ontario Society for Training and Development dinner, attended by HARA, Dr. Allen said that \$13.6 million would be invested in three key areas:

- 1) Improving the quality of apprenticeship training and increasing the number of occupations where apprenticeships are available.
- 2) Creating greater accessibility to apprenticeship to people who are under-represented in the workplace and training system.
- 3) Strengthening the transition process from secondary school to the workplace by expanding the School Workplace Apprenticeship Programme (SWAP) from 35 to 95 school boards.

HARA is the only trade/industry organization involved with the SWAP programme in Hamilton and with the only autobody Local Apprenticeship Committee in Ontario.

The HARA office is currently placing experienced SWAP students in positions in the autobody trade. For more information call Rob or John at (416) 549-3433.



### ELECTRONIC COMPUTERIZED FUEL INJECTION SYSTEMS

Start: December 14, 1992

Location: Mohawk College,  
Fennell Campus

Length: 11 weeks

Admission

Requirements: U.I. Recipient  
Registered Automotive Apprentice  
who has completed the  
Intermediate Programme or  
laid-off journeymen, Class A type.  
Pre-screening interview

For more information please call  
Linda or Lisa at (416) 527-7226

### SPECIAL ELECTRONICS UPDATING TRAINING PROGRAMME

Start: November 30, 1992

Location: Mohawk College,  
Fennell Campus

Length: 14 weeks

Course

Description: Participants will be trained to test and prescribe the repair required to solve various mechanical or electrical problems. Such problems as Engine Management Systems, antilock brakes, automatic transmissions, electronic controls, electronic air conditioning systems and electronic instrumentation.

Admission

Requirements: U.I. Recipient  
Registered Automotive  
Apprentice who has completed  
the Advanced Programme or  
laid-off journeymen, Class A  
type.

Pre-screening interview

For more information please call  
Lisa or Linda at (416) 527-7226



*Photographs taken at  
HARA/Mitchell Town Hall  
Meeting, September 17,  
1992*

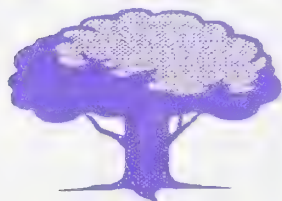
### **Training Calendar**

- Nov. 2-6 Hunter Automotive Wheel Alignment Course
- Nov. 9 Hunter Automotive Alignment service writing class in Toronto.  
Call Bill Robbins at (416) 764-3222
- Nov. 10-12 Hunter Automotive Advanced Alignment Course
- Nov. 16-23 Moog Canada steering, suspension and driveline course. Call Tom Thompson at (416) 793-7010
- Nov. 18 I-CAR Air bags and passive restraints class in Markham
- Nov. 19 I-CAR Executive Seminar for insurance adjusters and managers
- Nov. 23-27 Moog Canada school second class
- Nov. 24-25 TRW Alignment specialist school in St. Catharines. Call Ron Baergen at (416) 646-6403
- Nov. 25 I-CAR Ontario Provincial meeting
- Nov. 30 Start of 14 week Automotive Special Electronics Updating Training for unemployed technicians or apprentices in Hamilton
- Dec. 2 I-CAR Steering and Suspension class (part one)
- Dec. 2-4 Hunter Automotive OEM and shim adjustment course
- Dec. 3-6 National Autobody Exposition in Atlanta, Georgia
- Dec. 7-11 Kansas Jack Frame Training classes
- Dec. 9 I-CAR Steering and Suspension class (part two)
- Dec. 10-11 TRW Alignment School. Second class
- Dec. 14 Start of 11 week Automotive Computerized Fuel Injection Systems Training for unemployed technicians or apprentices in Hamilton
- Jan. 1 Applications accepted for Modified Apprenticeship Programmes in Autobody, Brake & Alignment and Auto Mechanics at Mohawk College
- Jan. 3 Start of 8 week Basic Autobody Apprenticeship Training class in St. Catharines at Niagara College
- Jan. 4 Start of 8 night I-CAR Collision Repair Course
- Apr. 3 Start of 8 week Intermediate Autobody Apprenticeship Training class in St. Catharines

Watch for the introduction of the new CART Aluminum welding and plastic repair course coming to St. Catharines, Oakville and Brantford.

Call Rob Bolton, Training Co-ordinator at HARA (416) 549-3433 for more information on any of these courses.





# You and the Environment

### *Environment is High Priority*

A survey of 185 auto-repair garages in the Hamilton area completed by HARA shows environmental compliance is high on the priority list for garage owners and operators.

John Norris, executive director of HARA stated that "the compliance level of garages having written waste management agreements as required by the province was substantially higher than expected and proves that garages are interested in being environmentally responsible.

The survey summary reports that 87 per cent of the garages completed the questionnaire during on-site visits by HARA employees and 78 per cent of those responding had an agreement present for

handling waste oil.

Mr. Norris pointed out that during a similar 1991 study of Toronto area garages, only 25 per cent of those surveyed had waste collection agreements.

In other waste management areas, garages surveyed showed compliancy through waste management agreements in interceptor sludge at 86 per cent, antifreeze at 80 per cent, paints and solvents at 63 per cent, but only 54 per cent compliance rating in emergency number and spills notification posting.

Auto-repair dealerships had the highest environmental compliance rating and auto-body repair shops the poorest.

The survey was commissioned by HARA with assistance from the federal

### **ENVIRO FACTS**



government, Mohawk College and the Ontario Community College Environmental Training Consortium. The results will be used in designing industry training programs, special educational booklets and management plans, and trade/environmental initiatives to encourage compliance, reduce waste management costs and identify opportunities for better waste management control.

HARA is a member of the BEST group (Business and Environmental Support Team), a volunteer coalition of business people and community groups assisting small and medium sized businesses and associations with government and regulatory support.

-The Spectator

### **Worried About Inspections?**

The HARA office has contacts at the Ministry of Environment and Ministry of Skills, Apprenticeship branch that can answer your questions. If you are worried about targeting or red-flagging your activities but need information on how to conform to regulations, call us at 549-3433.

We will call the Ministry and anonymously get the information you need.

### **Important Info on Pollution Protection**

As the appointed Insurance Brokers for the HARA members, we feel it is our responsibility to keep you informed of the insurance hazards and exposures your industry is faced with on a day to day basis. Pollution is no doubt the most highly publicized area of concern and in particular auto body shops storing hazardous products, above or inground are at risk. Pollution penalties can be imposed

regardless of fault, magnitude or relative contribution. Simply complying with regulations is not sufficient. The public now demands responsible environmental behavior and accountability. Whether you are storing hazardous products above ground or inground, there is Pollution Protection available to you. Please feel free to call Jackie at Bauman McKay to discuss this very important issue.

### **HARA Receives Provincial Funding**

The Ministry of the Environment has announced that the Hamilton District Autobody Repair Association will receive an \$8148 grant to assist with the printing and distribution of a 16 page booklet that would address an industry solution to solve the continuing waste disposal and recycling problems that are evident in the auto repair business. The booklet entitled "Your Car and Your Environment" discusses issues of environmental regulation,

proper methods of waste disposal, spill response and identification of hazardous chemical properties.

By making the booklet available to both the garage operator and his customer in the waiting room, the booklet will educate the customer who can ask questions of garage staff to ensure his vehicle's wastes are being properly handled and reinforce environmental regulatory compliance.

Canada Trust's Friends of the Environment Foundation has also contributed \$2000 towards

this project.

Copies of "Your Car and Your Environment" will be made available to our provincial trade association for use by all other Autobody associations in Ontario.



## **B.E.S.T. : BUSINESS ENVIRONMENTAL SUPPORT TEAM IN HAMILTON-WENTWORTH**

### **B.E.S.T. HELPS BUSINESS BY:**

ASSISTING TRADE & BUSINESS ASSOCIATIONS IDENTIFY ENVIRONMENTAL ISSUES AND OPPORTUNITIES WHICH AFFECT THEIR INDUSTRY OR PROFESSION, & HELPS THEM TO OBTAIN SUPPORT & INFORMATION TO DEVELOP ENVIRONMENTAL COMPLIANCE ACTION/IMPLEMENTATION PLANS.

### **B.E.S.T. IS:**

A VOLUNTEER COALITION OF BUSINESS PEOPLE & COMMUNITY GROUPS ASSISTING SMALL & MEDIUM SIZED BUSINESSES & ASSOCIATIONS TO MAXIMIZE COST EFFECTIVENESS AND EFFICIENCY WHILE ACHIEVING ENVIRONMENTAL COMPLIANCE.

### **PARTICIPATING GROUPS INCLUDE:**

- Business Advisory Centre of Hamilton-Wentworth
- Chamber of Commerce - Hamilton & District
- Hamilton Automobile Club
- Hamilton District Auto Body Repair Association
- Hamilton Public Library
- Insurance Brokers Association of Hamilton
- Mohawk College
- Ontario Ministry of Environment (MOE)
- Ontario Ministry of Industry, Trade & Tech. (MITT)
- Regional Municipality of Hamilton-Wentworth
- Transkills

### **B.E.S.T. WORKS WITH TRADE & BUSINESS ASSOCIATIONS TO:**

- strengthen small businesses by working with their own Association to help them implement solutions for their industry environmental problems
- provide related information from similar associations
- increase business awareness of environmental problems, liabilities, opportunities and actions required
- facilitate access to environmental information that will allow business to "self-help" and find compliance solutions
- locate Canadian sources for environmental equipment, supplies & services
- obtain focused support/advice from regulators such as MOE, Environment Canada, Regional Municipality, etc.
- identify opportunities for Canadians to start environmental manufacturing & service businesses to serve domestic and global markets





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# HARA

AUTO REPAIR NEWS NETWORK

## FIRE DAMAGE INCREASING

Two fires in just over a week, have caused substantial damage at a muffler shop and an autobody repair shop. A fire at Speedy Muffler King on Upper James St., in Hamilton, caused \$100,000 damage. The fire broke out in a storage area and caused extensive roof damage. The cause of this blaze has not yet been determined.

Meanwhile, Acting District Fire Chief, Dave Clark, says that some sort of fuel was used to start a fire at Copeland Autobody on Barton St., in Hamilton. In that blaze, flames shot 30 feet into the air and caused \$170,000 worth of damage.

Police in Hamilton-Wentworth also reported the arrest of the owner of an import car dealership on arson related charges. An attempt to burn down Grand Prix Motors was thwarted by quick police action, when they found an open service department door and fuel-soaked flammable materials piled inside of the building.



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## PEEL POLICE OFFICERS CHARGED

Two Peel Region police constables and a police dispatcher have been charged with breach of trust for allegedly leaking information to two tow truck operators.

Two other Peel Region policemen were charged with accepting secret commissions.

It is believed that the scam has been going on for about a year. Information was apparently telephoned to the towing company, regarding collisions. The company did not have a towing contract with the police force.

Durante Spinelli of Brampton, owner of Masters Towing and tow truck operator Luis Azeveto, are charged with giving a secret commission.

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### Upcoming Events

- NOV 9 Flamborough Town Council to review tow truck licensing.
- NOV 17 Business and Environmental Support Team meeting at Park Place.
- NOV 18 OCRA Board meeting in Campbellford.
- NOV 18 Kitchener Autobody Association meeting (HARA is guest speaker).
- NOV 18 Police Services Board meeting Stoney Creek.
- NOV 20 Ontario Skills Development Office meeting on the HARA Autobody sectoral training programme.
- NOV 23 Mississauga Body Shop Association meeting. Holiday Inn Sheridan Way.
- NOV 24 HARA Board of Directors meeting 6:00pm.
- NOV 25 I-CAR Ontario Regional meeting.
- NOV 27 Tow Industry sub-committee meeting with Hamilton-Wentworth Regional Police.
- DEC 3-6 NACE Convention in Atlanta. Call HARA office for bookings, reservation and info.
- DEC 11 Quarterly tow agency meeting at Central Police Station in Hamilton.

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